

FRACASSO RI. D.O.O.'s main objective is the **realization of high quality products and services** that aim to meet the expectations and needs of customers through a Quality Management strategy in accordance with the requirements of the UNI EN ISO 9001: 2015. It is also the organization's intention to increase its competitiveness within the international reality, continuously providing and improving its production processes.

Quality is a concept that must be present in every production activity that the Company pursues. This concept guarantees both the clients and the individual workers concerned and must be performed and supported by all the people who work constantly or occasionally with the organization.

The constant implementation of the adopted management model allows FRACASSO RI. D.O.O. to adequately plan the actions to be carried out for the full achievement of the Quality objectives set by the Company Management.

These actions are the result of constant analysis of the context in which FRACASSO RI. D.O.O. operates as well as of the assessment of the risks associated with it.

The coordination and planning of the QMS are carried out through the systematic implementation of the organizational and technical activities defined and regulated in the Quality Manual that applies to all the Company areas, which are directly responsible for the application of the provisions contained therein.

All planned activities, programmed and made operational must be aimed at the continuous improvement of the QMS.

Among the goals to be achieved constantly, keeping in mind quality, reliability, seriousness, competence, effectiveness and efficiency, FRACASSO RI. D.O.O proposes to:

1. Insist on customer orientation;
2. improve the image and reputation on the market, and therefore increase the number of its assets and turnover, expanding territorially in new market areas;
3. establish and consolidate a close working relationship with current and potential customers, strengthening the customer-supplier relationship;
4. operate by coordinating various areas in pursuit of one and the same goal, by monitoring the various processes and steps between them;
5. have facilities that ensure environment friendly approach and ensure safety in the workplace, in compliance with current legislation / legislative decrees;
6. ensure that the company profit be reinvested into innovations / implementations / advances in technology, in other words (i.e.) increase the know-how, as well as into customer needs and the optimization of all business processes, as means of establishing the company's competitiveness in the market;
7. promote the professional growth of employees, providing them with the necessary training and adequate qualification in order to have both the organizational structure and human resources always ready to meet the needs of the company and the market; select, evaluate and qualify the raw materials suppliers with the aim of eventually obtaining supplies that are qualitatively compliant and reliable